

Comparisons of Job Characteristics

Focus Occupation: [Claims Adjusters, Examiners, and Investigators \(13-1031\)](#)
Associated Occupation: [Insurance Claims and Policy Processing Clerks \(43-9041\)](#)

[Compare Knowledge](#)
[Compare Skills](#)
[Compare Abilities](#)
[Compare Detailed Work Activities](#)
[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 88

Focus Occupation: Claims Adjusters, Examiners, and Investigators (13-1031)
Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Customer and Personal Service	11.3	19.6	17.9	0	Current knowledge level may be sufficient
Clerical	7.3	17.3	10.6	<<	Extensive education and/or training may be required
Computers and Electronics	8.4	11.7	7.6	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 95

Focus Occupation: Claims Adjusters, Examiners, and Investigators (13-1031)
Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Active Listening	11.0	12.3	13.2	0	Current skill level may be sufficient
Reading Comprehension	10.7	11.1	13.7	>	Skill level is likely sufficient
Speaking	10.8	11.1	12.7	>	Skill level is likely sufficient
Service Orientation	7.9	8.2	9.3	>	Skill level is likely sufficient
Mathematics	6.2	7.2	8.6	>	Skill level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: Claims Adjusters, Examiners, and Investigators (13-1031)
Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Written Comprehension	11.0	12.6	14.0	>	Current ability level is likely sufficient
Near Vision	11.1	12.0	11.8	0	Current ability level may be sufficient
Speech Recognition	9.9	11.7	11.0	0	Current ability level may be sufficient
Speech Clarity	10.2	10.5	11.0	0	Current ability level may be sufficient
Written Expression	9.8	10.0	11.8	>	Current ability level is likely sufficient
Number Facility	6.3	7.9	8.9	>	Current ability level is likely sufficient
Mathematical Reasoning	6.3	7.4	9.0	>	Current ability level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 92

Focus Occupation: Claims Adjusters, Examiners, and Investigators (13-1031)
Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

Work Activities	Exclusivity of Activity
Calculate insurance premiums or awards	95
Examine documents for completeness, accuracy, or conformance to standards	64
Fill out business or government forms	42
Follow contract, property, or insurance laws	70
Interview customers	71
Maintain insurance records	95
Maintain records, reports, or files	5
Obtain information from individuals	24
Recommend claim action	95
Review data on insurance applications or policies	95
Review insurance policies to determine appropriate coverage	95
Search legal records	85
Transcribe spoken or written information	74
Use computers to enter, access or retrieve data	3
Use oral or written communication techniques	1

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 82

Focus Occupation: Claims Adjusters, Examiners, and Investigators (13-1031)
Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

Tools and Technologies	Exclusivity
Business function specific software	1
Computers	1
Content management software	6
Data management and query software	1
Finance accounting and enterprise resource planning ERP software	2
Network applications software	1

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.